

# **DTS SUSTAINMENT SEMINAR QUESTIONS**

## **MARCH 8-9, 2006**

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- 1. I understand the document savings using DFAS; however, what will be our maintenance share cost for using the DTS?**

Currently, the FY 06 Service and Agency share of the DTS Operation and Support (O&S) cost is approximately \$4.30 per voucher (does not include the average FY 06 DFAS electronic disbursing charge of \$2.52). Billing of O&S costs to the Services and Agencies supports the prime contract which includes operating and maintaining the Defense Travel System, GDS connectivity, software maintenance, Tier III help desk, and CDC hardware. Future O&S cost per voucher may vary due to prime contract cost and actual voucher usage.

- 2. My DTA ID didn't get notified of an EFT eject, why?**

There are a variety of reasons that this could occur; therefore, to ensure that proper research is performed, this issue should be reported to the Tier 3 Help Desk (T3HD).

- 3. What is the plan for linking DTS to EAGLS information for managing credit limit increases and activating GOVCC's?**

This process is being reviewed.

- 4. Why is my office paying \$23 per CTO fee, regardless of type of activity (hotel, rental car, and airfare) when others pay so much less? Please publicize the proper channels for CTO service complaints.**

The \$23 transaction fee was negotiated by Army (Military Surface deployment and Distribution Command (SDDC)) with your current Commercial Travel Office. Effective 2 April 06, the Army Travel Services Contracts will be managed by the Travel Management Office.

All CTO service contract complaints should first be brought to the attention of the Quality Assurance Evaluator (QAE) at your site. The QAE's responsibility is to attempt to resolve issues at the QAE level. If resolution can not be made, then the issue should be raised to the Contracting Officer Representative, located at the Travel Management Office. The \$23 service fee should be addressed to the Army DTS Program Management Office.

- 5. Is there going to be a clarification (in policy) to actually confirm there is no need to retain paper records? What do sites do with legal paperwork?**

Appendix O (T4050C1) states, "The receipts are to be attached to the expense report." The Federal Management Regulation (FMR) reads "...fax or scan all records." Service/Agencies may have additional requirements that are included in their business rules.

1) As a part of the Certifying Officers responsibilities, FMR Volume 9, Chapter 2, Para 020401.D.4 states, "Ensure required receipts and supporting documentation are attached in an electronic format with the DTS trip record."

2) It also states in responsibilities of the NDEA, Para 020401F, "..... Additionally, the NDEA must electronically fax or upload the signed DD Form 1351-2, "Travel Voucher or Sub voucher," to be attached to the DTS vouchers, which is electronically archived at Defense Manpower Data Center for 6 years 3 months, eliminating the requirement to keep the paper copy."

3) And lastly, in Para 020402.A regarding traveler responsibilities, it states, "Fax or scan all records to substantiate certified travel claims (including original receipts for all lodging expenses, and all original receipts for individual reimbursable expenses of \$75 or more) to the DTS trip record."

## **22. Is use of CTO mandatory?**

(DoD 4500.9 R states, "When a CTO is available, it is DOD policy that CTO use by travelers is mandatory". JTR, par. C2203 Sec A (1) Arranging Official Travel states, "It is DoD *mandatory policy* that employees use available CTOs to arrange official travel, including transportation and rental cars." JFTR, par. U3120 Sec A (1) Arranging Official Travel states, "It is DoD mandatory policy that Uniformed Service members use available CTOs to arrange official travel, including transportation and rental cars, except when authorized in accordance with par. U3110." In JFTR/JTR, Appendix O, par. T4025, Arranging Official Travel, it states that it is DoD *mandatory policy* that travelers use available CTOs to arrange official travel, including transportation and rental cars.) All the above references cover mandatory use of CTO.

## **23. Why does DTS send all funds to O1 instead of splitting it into O1 and O2?**

DTS uses Line Item Identifiers (LIIs) to differentiate. A Centrally Billed Account (CBA) would have a separate LII for the same Line of Accounting (LOA). If an authorization has two LIIs for the same LOA (O1 and O2) and the voucher contains only one (O1), the expense billed to a CBA may have been removed or the expense modified to show that it was paid with an Individually Billed Account (IBA). This could also be due to manual intervention in the accounting system.

**24. What if a military member in debt becomes civilian?**

(To clarify the question...if a military traveler retires or goes off active duty and they are or become a civilian employee, will the Military Pay office check the Civilian Pay system to determine if the debt can be collected through their civilian pay or vice versa)? Neither the Civilian Pay nor Military Pay office currently check the other system; however, this question prompted the two offices to begin discussions to identify a solution to meet this need. In addition, the Out Of Service Debt Management office checks the Retired Pay system before initiating any collection action.

**25. Why is the link from DM Gateway to debt waiver form?**

The form (DD 2789) is not currently available through the Gateway.

**26. Where does the JTR/JFTR reference Constructed Travel?**

In Appendix O, T4030K

**27. Will airlines cancel tickets if one way is for leisure?**

As long as the ticket has been purchased by the ticketing deadline and all the rules of the fare have been met, the airline will not cancel the ticket if one way is for leisure.

**28. What is the difference between a rest stop and free stop?**

A rest stop is explained in the paragraphs excerpted below from the JFTR/JTR and applies to CONUS/OCONUS travel. A free stop or stop over is an industry term and applies to OCONUS travel and authorizes the traveler to have a free stop in an OCONUS location.

JFTR U-4326/JTR par C1060 explains various authorizations for a rest stop. For CONUS travel para 3. C, "Travel during Normal Rest Hours. The AO may authorize/approve an en route rest stop when travel must be scheduled:

- a. To start at, near, or after the end of the member's regularly scheduled duty hours; or travel an En Route.
- b. During usual rest hours and the transportation mode does not provide adequate sleeping accommodations."

For OCONUS travel para 2. The AO may authorize/approve a rest stop en route when:

- a. The origin or destination point is OCONUS;
- b. Travel is by a usually traveled route;
- c. Travel is by less than first/business-class accommodations; and
- d. The scheduled flight time, including stopovers and plane changes, exceeds 14 hours by a usually traveled route. Scheduled flight time is the time between the scheduled aircraft departure from the airport serving the

PDS/TDY point and the scheduled aircraft arrival at the airport serving the TDY point/PDS, *including scheduled non-overnight time spent at airports during plane changes.*

**29. As more travelers are brought on-line w/ DTS and many of these travelers have “restricted” IBA’s and their transportation charges must go on the IBA, are there going to be any changes made to increase the credit/cash authorizations at the HL5 & 6 levels to accommodate back-to-back travel or will these HL 5 & 6 still have to go to the HL3 level to get these increases?**

The current process will remain as-is; however, some initiatives are being reviewed and coordinated related to credit limits.

**30. Tyndall would like to create group orders for single military personnel. Hang ups in DTS will not allow this to happen. One issue is the location option. Presently, Tyndall uses manual orders which state the location as (travel within a 400 mile radius one way). This is not an option in DTS. Another problem is single members are given a \$300.00 cash advance with RTS vouchers. We can currently deduct the cash advance once the final voucher is filed. This is not an option in DTS. Is there a way we can process hurricane orders/vouchers in DTS with the issues stated? Is there a work around to accomplish this task?**

Because it is tied to specific Joint Travel Regulations/Joint Federal Travel Regulations (JTR/JFTR) locations, DTS cannot support generic TDY locations (i.e. within 400 miles).

DTS does not support CASH advances. However, a member can choose a specific TDY location within 400 miles and request advance payment, which would be deposited by electronic funds transfer (EFT) to their account within two business days.

There are, however, obvious limitations to this:

- The member may need an immediate cash advance to make evacuation possible.
- EFT require 1-2 business days, which is not a problem if the requirement for an advance occurs Monday-Wednesday. However, hurricanes will obviously not always hit conveniently at the beginning of the week.
- Evacuation traffic, detours and/or weather may result in an unforeseen destination requiring an amendment.

At this time there is not a work-around to accomplish this task.

**31. For overseas/OCONUS sites, what are the provisions for calling for support via DSN since they don't have access to toll free phone system (as do CONUS sites)?**

DTS has requested Defense Switched Network (DSN) telephone and facsimile lines to support requests for assistance from all locations with DSN capability. Approval and installation are pending. There have been name reports of DSN users OCONUS being able to access a DSN service that provides DSN access to CONUS toll free numbers. This may be a service that is available to your site through your local DSN POC.

**32. Will CBA and invitational travel be available in the next release?**

The CBA reconciliation module is available for use and is being made operational at specific sites through coordination between the site and their Service/Agency representatives. Any DTS operational site can request the CBA Reconciliation Module by contacting its Service/Agency Representative. Additional information on the CBA Reconciliation Module and Service/Agency points of contact can be found on the DTS Travel Center website at [http://www.dtstravelcenter.dod.mil/Secs/CU\\_CBA.cfm](http://www.dtstravelcenter.dod.mil/Secs/CU_CBA.cfm). Queries can also be emailed to the Program Management Office - Centrally Billed Accounts Team at DTSCBAMAIL@osd.pentagon.mil.

Invitational travel was enabled on March 18, 2006 (release 1649-05).

**33. Will there be a fix on the system so that a SSN will not be printed on the 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> pages of the DDFM 161 vouchers just like how it only shows the last 4 digits of the SSN on page 1?**

The response to this question is based on the assumption that it is referring to the DD Form 1610.

DTS software masks the Social Security Number (SSN) except in those cases where there are specific requirements to display it. The complete SSN is required on the following Government forms: DD1610; DD1351-2 and DD1164 and the first page of the default text version of these forms. As requirements to display the complete SSN are removed, DTS will mask the SSN accordingly.

Other specific situations which require a complete SSN are:

- Requirements in the CTO contracts
- Ticketing
- Entry into a Foreign Country
- Manual Processing of Vouchers for "other reconciliation actions".

**34. Group travel: Can you add more than 100 names on one authorization? We have units that are training for deployment but some units are 2 or more units going to the same places?**

The limitation on the number of names that can be on one authorization is a Service/Agency policy issue. In most cases, it is also a contractual issue that requires a Transportation Office (TO) to make reservations for charter flights and/or unit movements.

**35. When and where can I find information explaining minor DTS updating before they happen?**

Minor updates are done with monthly maintenance releases. These upgrades involve both functionality change proposals and software problem report (SPR) fixes. A white paper explaining the functionality changes is posted to Magic approximately 30 days prior to the release. Registered users of the Tier 3 Help Desk have access to magic and are expected to inform their users accordingly. The list of SPRs in a release is finalized 10 days prior to a release and posted to Magic. A Customer Service Notice is sent to all registered T3HD users with each posting

**36. What is the process/timeframe for getting documents deleted in DTS (abandoned docs)? How often will the mass purge of documents happen?**

For 2006, the T3HD tags or marks each help desk ticket that results in an abandoned document for removal from DTS. If an authorized caller has other candidate documents, a help desk ticket is required. Beginning in February 2006, the T3HD generates a list of documents for removal, notifies the PMO, and sends the list to Operations for removal. This process is currently stalled as the scripts to accomplish the data base actions have to be rewritten. We are exploring a more efficient method and a Change Proposal is in-process to provide a stamp to the DTA that will accomplish the intended actions; that is, remove the document from Route and Review displays, My Signed Documents display, and from reports relating to in-process conditions (Adjustments, Routing Status, Un-submitted Vouchers, etc.)

**37. Is there a place to see what SPRs have been submitted?**

SPRs are not submitted; they are generated by the prime contractor, following internal or external testing or they result from a T3HD help desk ticket. Users would need to request such information from their Service or Agency Representative who has access to the data from the PMO-DTS.

**38. Can the FAQ trouble shooting information be made available on the main DTS website home page?**

Yes, we can and will add "FAQs" as a menu option on the main DTS website. This would allow users to access the FAQs from the DTS Travel Center and the DTS website.

**39. When you log into DTS as a new user, you're prompted to self-register. Then you're directed to a page with one blue tab (administrative?) with one selection on the menu (self register). Why have those extra steps? Why not go directly into self registration? When people self-register, the office phone # defaults to my DTA phone # and then the CTO or anyone else who uses the office phone # in DTS calls me instead of the traveler. I see a need to have the DTA phone numbers in the profile in case the traveler's is not available, but the traveler's phone number should also be listed there.**

A change proposal addressing self-registration is currently in the cycle of review. If accepted, it will "auto-launch" self-registration for a new user and eliminate the extra step. Also, the traveler should update their phone number when they self-register as it defaults to the DTAs number to prevent this field from being blank.

**40. For a reorganization, how do you remove old organizations? And what happens to the old organization with abandoned documents? What is an abandoned document?**

Organizations cannot be deleted if a single budget item exists within the organization. A Change Proposal has been submitted to consider deactivating organizations. Abandoned documents have no affect on old organizations. Abandoned documents are generally those that can no longer be processed in DTS for a variety of reasons, have no prior payments, and have been removed from the database and stored.

**41. What types of documents can be uploaded in DTS?**

Six types of documents can be uploaded: .pdf, .jpg, .gif, .tif, .bmp, and png. No document can be larger than 2mb.

**42. Is there a way to add a travel advisory to vouchers? For example, if a registration fee is added to the voucher, that would trigger an advisory like, "If meals were provided as part of the registration fee be sure to adjust your meals".**

This idea will be submitted to the Usability Working Group.

**43. Cash advance: Why would people get them if they have a GOVCC? And when would they receive the cash advance?**

Travelers would typically get a cash advance to pay for travel expenses for which it is unreasonable or impossible to pay with a charge card (e.g., taxi fare). The advance would be received no more than three business days in advance of travel. The important thing to remember is that if you are a GOVCC holder, you will typically get your cash advance from an ATM.

**44. Can a traveler be reimbursed for an official ticket, exchanged for a**

**LICWO ticket (non-refundable), if the trip is canceled?**

The traveler must either return the ticket (which in above case is impossible as ticket is nonrefundable) or refund the ticket cost to the U.S. Government, i.e., once the TDY is canceled, the ticket (or the cost) must be returned to the Government. If a traveler decides to combine leave with TDY and purchases a non-refundable ticket (restricted fares), then the traveler is accepting the responsibility for the costs if the TDY is canceled. JFTR, para U1425 and JTR, para C1440 cover the only reimbursable preparatory travel expenses when orders are cancelled or revoked.

**45. What is the character limit in the comment box?**

Comments to the AO are limited to 2000 on a first in, last out basis. Copying large quantities of text into the comments field should only be done from a tool such as Notepad. Special characters and control features found in word processing software can cause digital signature issues. If the text to be pasted into the comment box is first pasted onto Notepad, the underlying html or special character control features will be erased and copying will be successful without disruption to digital signature feature.